



# Campaign Bulletin

File In Section: Product Campaigns  
Bulletin No.: 00051  
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00V-222



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DEFECTS INVESTIGATION

## F/CMVSS NONCOMPLIANCE CAMPAIGN

**SUBJECT: 00051 – POWER BRAKE BOOSTER VACUUM SUPPLY HOSE KINKED**

**MODELS: 2000 CHEVROLET AND GMC 1/2 TON C/K UTILITIES AND SUBURBANS  
EQUIPPED WITH VACUUM POWER FOUR WHEEL DISC BRAKES (RPO  
JC5) BUILT AT JANESVILLE ASSEMBLY PLANT**

### CONDITION

General Motors has decided that certain 2000 Chevrolet and GMC 1/2 ton C/K utilities and Suburbans equipped with vacuum power, four-wheel-disc brakes (RPO JC5), and built at Janesville Assembly Plant, may fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 105, "Hydraulic Service Brake – Normal, Emergency, and Park Braking Performance" or Canada Motor Vehicle Safety Standard (CMVSS) 105, "Hydraulic and Electrical Brake Systems." These vehicles may have been built with a kinked brake booster vacuum supply hose. A vehicle with a sufficiently kinked brake vacuum hose does not comply with certain stopping distance requirements related to multiple brake applications of F/CMVSS 105. If a vehicle required minimal stopping distance under these brake application conditions, a vehicle crash could occur.

### CORRECTION

Dealers are to reroute the brake booster vacuum supply hose.

### VEHICLES INVOLVED

Involved are **certain** 2000 Chevrolet and GMC 1/2 ton C/K utilities and Suburbans equipped with vacuum power, four-wheel-disc brakes (RPO JC5), built at Janesville Assembly Plant, and built within these VIN breakpoints:

YEAR	DIVISION	MODEL	PLANT	FROM	THROUGH
2000	GMC/Chevrolet	C/K	Janesville	YJ100001	YJ104401

**IMPORTANT:** Dealers should confirm vehicle eligibility through **GMVIS** (GM Vehicle Inquiry System)) or **GM Access Screen** (Canada only) or **DCS Screen 445** (IPC

only) before beginning campaign repairs. [Not all vehicles within the above breakpoints may be involved.]

Involved vehicles have been identified by Vehicle Identification Number. Computer listings containing the complete Vehicle Identification Number, customer name and address data have been prepared, and are being furnished to involved dealers with the campaign bulletin. The customer name and address data furnished will enable dealers to follow up with customers involved in this campaign. Any dealer not receiving a computer listing with the campaign bulletin has no involved vehicles currently assigned.

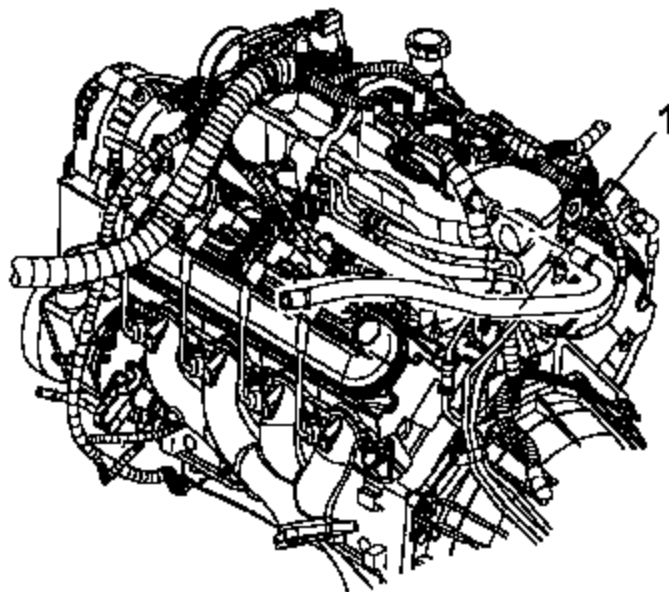
These dealer listings may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this listing to the follow-up necessary to complete this campaign.

### PARTS INFORMATION

No parts are required for this campaign.

### SERVICE PROCEDURE

1. Disconnect the brake booster vacuum hose (1) from the brake booster.
2. Reroute the brake booster vacuum hose rearward of the engine and behind all other hoses and wiring harnesses.
3. Connect the brake booster vacuum hose to the brake booster.
4. Install the GM Campaign Identification Label.



### CAMPAIGN IDENTIFICATION LABEL – For US and IPC

Place a Campaign Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Campaign Bulletin. Each label provides a space to include the campaign number and the five (5) digit dealer code of the dealer performing the campaign service. This information may be inserted with a typewriter or a ball point pen.

Put the Campaign Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle. **When installing the Campaign Identification Label, be sure to pull the tab to allow adhesion of the clear protective covering. Additional Campaign Identification Labels for US dealers can be obtained from Dealer Support Materials by calling 1-888-549-8152 (Monday-Friday, 8:00 a.m. to 5:00 p.m. EST). Ask for Item Number S-1015 when ordering.**



**Additional Campaign Identification Labels for IPC dealers can be obtained from your Regional Marketing Office**

#### **CAMPAIGN IDENTIFICATION LABEL – For CANADA**

Place a Campaign Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Campaign Bulletin. Each label provides a space to include the campaign number and the five (5) digit dealer code of the dealer performing the campaign service. This information may be inserted with a typewriter or a ball point pen.

Put the Campaign Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle. **Additional Campaign Identification Labels for Canadian dealers can be obtained from DGN by calling 1-800-868-5539 (Monday-Friday, 8:00 a.m. to 5:00 p.m. EST). Ask for Item Number GMP 91 when ordering.**



#### **CLAIM INFORMATION**

Submit a Product Campaign Claim with the information indicated below:

REPAIR PERFORMED	PART COUNT	PART NO.	PARTS ALLOW	CC-FC	LABOR OP	* LABOR HOURS
Reroute Brake Booster Vacuum Hose	0	N/A	N/A	MA-98	V0548	0.2

\* For Campaign Administrative Allowance, add 0.1 hours to the "Labor Hours".

Refer to the General Motors WINS Claims Processing Manual for details on Product Campaign Claim Submission.

#### **CUSTOMER NOTIFICATION – For US and CANADA**

Customers will be notified of this campaign on their vehicles by General Motors (see copy of customer letter included with this bulletin).

**CUSTOMER NOTIFICATION** – For IPC

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached suggested dealer letter.

**DEALER CAMPAIGN RESPONSIBILITY** – For US and IPC (US States, Territories, and Possessions)

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall campaign notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the campaign is not completed within a reasonable time.

**This bulletin is notice to you that the new motor vehicles included in this campaign may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the campaign correction, your dealership may be subject to a civil penalty for each such sale.**

**DEALER CAMPAIGN RESPONSIBILITY - ALL**

All unsold new vehicles in dealers' possession and subject to this campaign must be held and inspected/repaired per the service procedure of this campaign bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this campaign at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. This could be done by mailing to such customers, a copy of the customer letter accompanying this bulletin. Campaign follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this campaign enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the campaign correction has been made before selling or releasing the vehicle.

GM bulletins are intended for use by professional technicians. NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer/retailer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**

00051

(Sample Of Notification Used)

September, 2000

Dear Chevrolet/GMC Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

**Reason For This Recall:** General Motors has decided that certain 2000-Chevrolet and GMC 1/2 ton C/K utilities and Suburbans equipped with vacuum power, four-wheel-disc brakes may fail to conform to Federal/Canada Motor Vehicle Safety Standard (F/CMVSS) 105, "Hydraulic Service Brake - Normal, Emergency, and Park Braking Performance". These vehicles may have been built with a kinked brake booster vacuum supply hose. A vehicle with a sufficiently kinked brake vacuum hose does not comply with certain stopping distance requirements related to multiple brake applications of F/CMVSS 105. If a vehicle required minimal stopping distance under these brake application conditions, a vehicle crash could occur.

**What Will Be Done:** Your dealer will reroute the brake booster vacuum supply hose. This service will be performed for you at **no charge**.

**How Long Will The Repair Take?** The length of time required to perform this service correction is approximately 15 minutes. Additional time may be required to schedule and process your vehicle. If your dealer has a large number of vehicles awaiting service, this additional time may be significant. Please ask your dealer if you wish to know how much additional time will be needed to schedule, process and repair your vehicle.

**Contacting Your Dealer:** Please contact your Chevrolet/GMC dealer as soon as possible to arrange a service date. Instructions for making this correction have been sent to your dealer. Your Chevrolet/GMC dealer is best equipped to provide services to correct your vehicle as promptly as possible. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the appropriate Customer Assistance Center at the listed number below:

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583

\* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

If, after contacting the appropriate Customer Assistance Center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National

Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-347-4236.

**Customer Reply Card:** The attached customer reply card identifies your vehicle. Presentation of this card to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the attached and mailing it in the postage paid envelope.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Chevrolet/Pontiac-GMC Division  
General Motors Corporation

Enclosure

**(SUGGESTED DEALER LETTER)**

General Motors has decided that certain 2000 Chevrolet and GMC 1/2 ton C/K utilities and Suburbans equipped with vacuum power four wheel disc brakes may fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 105, "Hydraulic Service Brake – Normal, Emergency, and Park Braking Performance." These vehicles may have been built with a kinked brake booster vacuum supply hose. A vehicle with a sufficiently kinked brake vacuum hose does not comply with certain stopping distance requirements related to multiple brake applications of CMVSS 105. If a vehicle required minimal stopping distance under these brake application conditions, a vehicle crash could occur.

We will reroute the brake booster vacuum supply hose. This service will be performed for you at **no charge**.

Please contact us as soon as possible to arrange a service date.

We sincerely regret any inconvenience this causes you; however, we have taken this action in the interest of your continued satisfaction with our products.

GMODC  
General Motors Corporation

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